

ENTER, VIEW & AMEND CONTACTS

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Whenever a social worker either completes or attempts a contact with anyone involved in a case (Client, Provider, Collateral, or Others), it is recorded on the Contacts screen in FACES.NET.

Pointers to Remember:



1. Attempted vs. Completed Contacts:
 - A. Attempted: -when actual face-to-face contact is not made with the child
 - B. Completed: -when a face-to-face contact is made with the child
-when contact is made with the participants (i.e. foster parents, teachers, etc.)
2. A contact that includes both face-to-face time with a child and also time spent with other participants should be entered as two separate contacts in FACES.NET.
3. Before a "Collateral" is displayed on the Contact pick list, the Collateral must first be entered on the Collateral screen.
4. Before a "Provider" is displayed on the Contacts pick list, the Provider must first be entered into the Provider Directory and associated to the case via the Placement screen or Service Log screen.
5. Contacts appear in both the Investigation side and the Case side of FACES.NET.

Enter a New Contact

Steps include:

Step 1: Place a case in focus from My Assignments from the left window pane in FACES.NET.

Step 2: Hold cursor over Case.

Step 3: Click on Contacts. (You will see the Selects the Client Contact pop up screen).

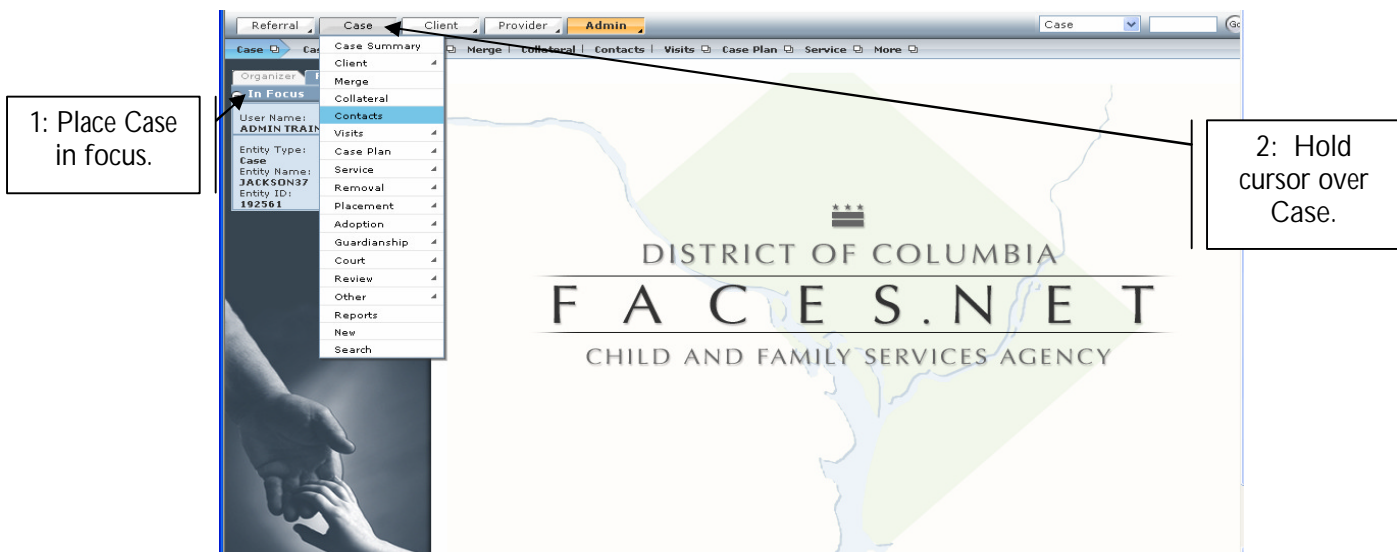


Figure 1

Step 4: Click on New to enter a new contact record.

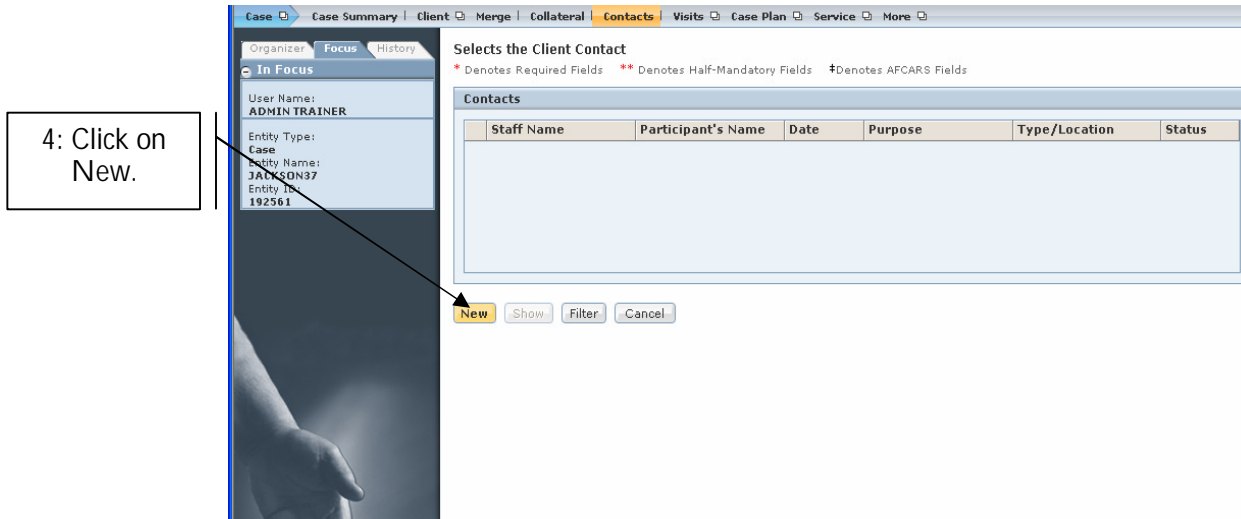


Figure 2

General Information

Staff Name will default to the worker logged into the system. To select another staff person, use the Find button. (i.e.: If an SSA is entering information for the social worker).

Steps include:

Step 1: Click Find (the Find Worker box will pop up).

The screenshot shows the 'Selects the Client Contact' form in the FACES.NET system. The form is divided into several sections:

- Contact History:** A table with columns: Staff Name, Location/Type, Contact Status, Source, and Updated Date. The first row shows 'ADMIN TRAINER' with 'Completed' status and 'Case' source.
- General Information:** Fields for Staff Name (ADMIN TRAINER), Type / Location*, Source (Case), Date*, Time* (00:00), Status (Attempted, Completed), Duration (00:00), and Travel Time (00:00). There are also radio buttons for A.M. and P.M.
- Clients Discussed:** A large text area for notes, with a 'Select' button below it.
- Contact Participants:** Two text areas for 'Client/Collateral**' and 'Non-Client/Non-Collateral Participants**', with a 'Select' button below them.
- Purpose:** A large text area for notes, with a 'Select' button below it.
- Type of Contact:** A large text area for notes, with a 'Select' button below it.
- Comments*:** A large text area for notes, with a 'Select' button below it.

At the bottom of the form, there are buttons for 'New', 'Save', 'Cancel', and 'Find'. An arrow points from the 'Find' button to a callout box on the right that says '1: Click Find.'

Figure 3

Step 2: Search for another worker or staff person using any of the available fields.

Step 3: Click Search.

- The results of your search will appear in the results window at the bottom of the screen.

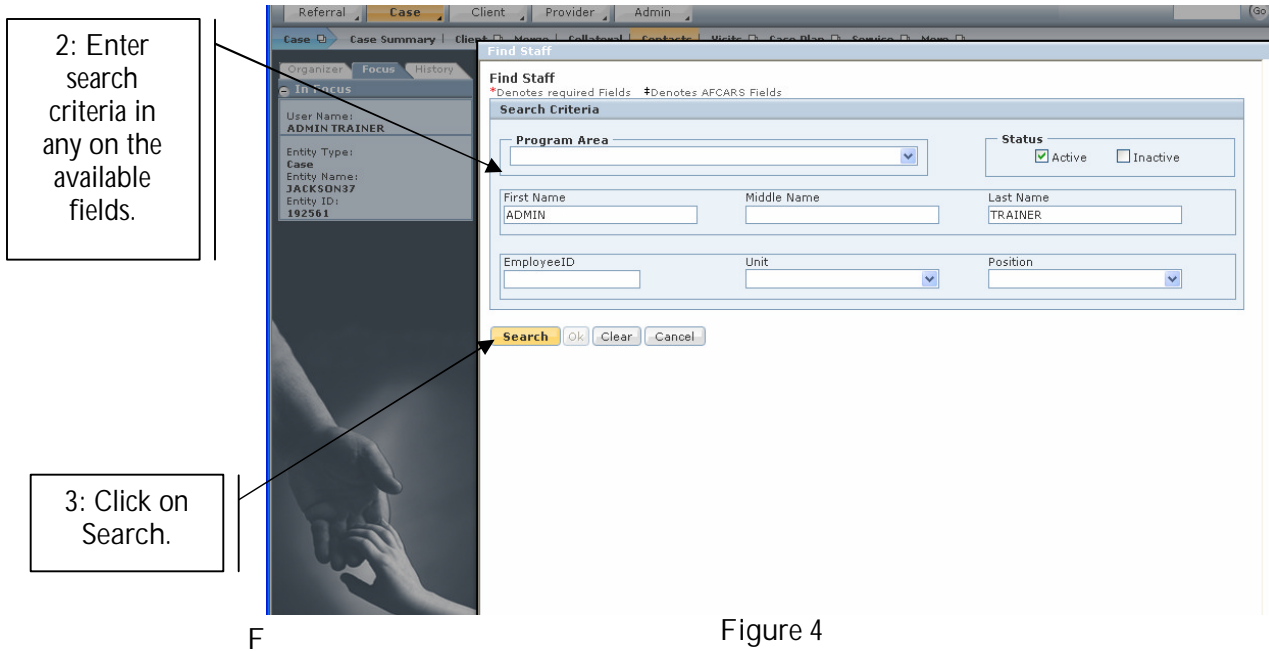


Figure 4

Step 4: Highlight the worker or staff that actually participated in the contact.

Step 5: Click Ok.

4: Highlight worker name.

5: Click Ok.

The screenshot shows the 'Find Staff' window in the FACES.NET system. The window is divided into several sections:

- Search Criteria:** Includes fields for Program Area, Status (Active/Inactive), First Name, Middle Name, Last Name, EmployeeID, Unit, and Position.
- Search Results:** A table with columns: EmployeeID, Worker Name, Program Area, Unit, Position, and Status. The first row is highlighted, showing EmployeeID 10407, Worker Name TRAINER 1, Program Area FACESNET TRAINING, Unit Training Unit I, Position Intake Prgm Mgr - Intake, and Status.
- Staff Details:** A section for entering details for the selected staff member, including Prefix, First Name, Middle Name, Last Name, Suffix, Program Area, Unit, and Program Manager.
- Buttons:** Search, Ok, Clear, and Cancel buttons at the bottom.

Callout 4 points to the 'Worker Name' column in the search results table, highlighting 'TRAINER 1'. Callout 5 points to the 'Ok' button at the bottom of the window.

Figure 5

Step 6: Complete the General Information Section

- Source will default to Case, Referral, or Provider.
- Status – Click on the radio button to show attempted or completed.
- Type/Location* – Click on the drop down pick list to choose the type of contact (Phone, Letter, Face to Face etc.)
- Date* – Enter the date of the contact.
- Time* – Enter the time of the contact.
- Duration – Enter the length of time the contact lasted.
- Travel Time – Enter the length of travel time if applicable.

The screenshot shows the 'Select the Client Contact' form in the FACES.NET system. The form is divided into several sections: 'Contact History', 'General Information', 'Clients Discussed', and 'Contact Participants'. The 'General Information' section contains fields for Staff Name, Type / Location*, Date*, Time*, Duration, and Travel Time. The 'Status' field has radio buttons for 'Attempted' and 'Completed'. The 'Clients Discussed' section has a 'Select' button. The 'Contact Participants' section has two sub-sections: 'Client/Collateral**' and 'Non-Client/Non-Collateral Participants**'. Annotations with arrows point to specific fields: 'Select Status.' points to the 'Status' radio buttons; 'Enter Date*' points to the 'Date*' field; 'Select Type/Location*' points to the 'Type / Location*' dropdown; 'Enter Time*' points to the 'Time*' field; 'Enter Travel Time.' points to the 'Travel Time' field; and 'Enter Duration.' points to the 'Duration' field.

Select Status.

Select Type/Location*.

Enter Date*.

Enter Time*.

Enter Travel Time.

Enter Duration.

Figure 6

Step 7: Click on the Select button to enter the Clients Discussed section to record who the contact is "in regards to". In other words, what clients were discussed even if they were not present.

The screenshot shows the 'Selects the Client Contact' form in the FACES.NET application. The form is divided into several sections:

- Left Sidebar:** Contains user information: User Name: ADMIN TRAINER, Entity Type: Case, Entity Name: JACKSON37, Entity ID: 192561.
- Top Navigation:** Includes tabs for Case, Case Summary, Client, Merge, Collateral, Contacts (selected), Visits, Case Plan, Service, and More.
- Contact History:** A table with columns: Staff Name, Location/Type, Contact Status, Source, and Updated Date. It shows one entry for ADMIN TRAINER with status 'Completed' and source 'Case'.
- General Information:** Contains fields for Staff Name (ADMIN TRAINER), Type / Location (dropdown), Source (Case), Date (dropdown), Time (00:00), Status (radio buttons for Attempted and Completed), Duration (00:00), and Travel Time (00:00).
- Clients Discussed:** A large yellow rectangular area for listing clients. Below it is a 'Select' button, which is highlighted by a callout box with the text '7: Click on Select.' and an arrow.
- Contact Participants:** Two text areas for Client/Collateral and Non-Client/Non-Collateral Participants.

Figure 7

Step 8: Click on the Select button to select to complete the Contact Participants section.

The screenshot shows the FACES.NET interface. On the left is a sidebar with a hand icon and the text 'FACES.NET'. The main area contains several sections: 'Clients Discussed' with a yellow box and a 'Select' button; 'Contact Participants' with two input fields labeled 'Client/Collateral**' and 'Non-Client/Non-Collateral Participants**', each with a 'Select' button; 'Purpose' with a yellow box and a 'Select' button; 'Type of Contact' with a yellow box and a 'Select' button; and 'Comments*' with a large yellow text area. At the bottom are buttons for 'New', 'Save', 'Cancel', and 'Find'.

Figure 8

Note: The Contact Participants window will pop up. From the selection, choose the participating client, collateral, or provider.

Step 9: Select the participants to be entered in the Client/Collateral** field by placing a check in the box prior to the name of the identified Client, Collateral and/or Provider.

Step 10: Click Ok.

The screenshot shows the FACES.NET interface with a 'Participant Selection' dialog box open. The dialog box has a table with columns: ID, Name, Age, Status, and Role Type. Below the table are 'Ok' and 'Cancel' buttons. A callout box labeled '9: Select Participant(s)' points to the table, and another callout box labeled '10: Click Ok.' points to the 'Ok' button. The background shows the 'Case' tab selected in the top navigation bar, and the 'Contact Participants' section is visible at the bottom.

ID	Name	Age	Status	Role Type
<input type="checkbox"/> 845219	FEMALE S	Unknown	Active	Client
<input type="checkbox"/> 845212	KEYSHAW	Unknown	Active	Client
<input type="checkbox"/> 845213	LAKEISHA	Unknown	Active	Client
<input type="checkbox"/> 845214	LATONYA	Unknown	Active	Client
<input type="checkbox"/> 845220	MALTREAT	Unknown	Active	Client
<input type="checkbox"/> 845211	PAUL WILL	Unknown	Active	Client
<input type="checkbox"/> 845215	REYSHAW	Unknown	Active	Client
<input type="checkbox"/> 845218	RODNEY S	Unknown	Active	Client
<input type="checkbox"/> 845216	SHANTE J	31	Active	Client
<input type="checkbox"/> 845217	TANISHA	Unknown	Active	Client
<input type="checkbox"/> 10989	DILL TIATR	Unknown		Collateral

Figure 9

If you have any additional questions, please call the HelpDesk at (202) 424-0009.



Note: Non-client and non-collateral participant's names can be typed in the Non-Client/Non-Collateral Participant** field.

Step 11: Click on the Select button to select the Purpose of the contact.

11: Click Select.

The screenshot shows the FACES.NET web application interface. On the left is a dark sidebar with a hand icon and the text 'FACES.NET'. The main content area has a light blue header with 'Attempted' and 'Completed' status indicators. Below this are several sections: 'Clients Discussed' with a yellow text area and a 'Select' button; 'Contact Participants' with two input fields labeled 'Client/Collateral**' and 'Non-Client/Non-Collateral Participants**', each with a 'Select' button; 'Purpose' with a yellow text area and a 'Select' button; 'Type of Contact' with a white text area and a 'Select' button; and 'Comments*' with a large yellow text area. At the bottom are buttons for 'New', 'Save', 'Cancel', and 'Find'. An arrow points from the instruction box to the 'Select' button in the 'Purpose' section.

Figure 10

Step 12: Highlight the purpose(s) from the MultiSelect - Purpose screen. If more than one selection is chosen, hold down the Ctrl key on your keyboard and click on the appropriate options from the list of Available Values.

Step 13: Click on the >> symbol to move your selection from the Available Values section to the Selected Values pick list. If a selection was made in error, highlight the mistake and click on the << symbol to return to the Available Values pick list.

Step 14: Click on Ok.

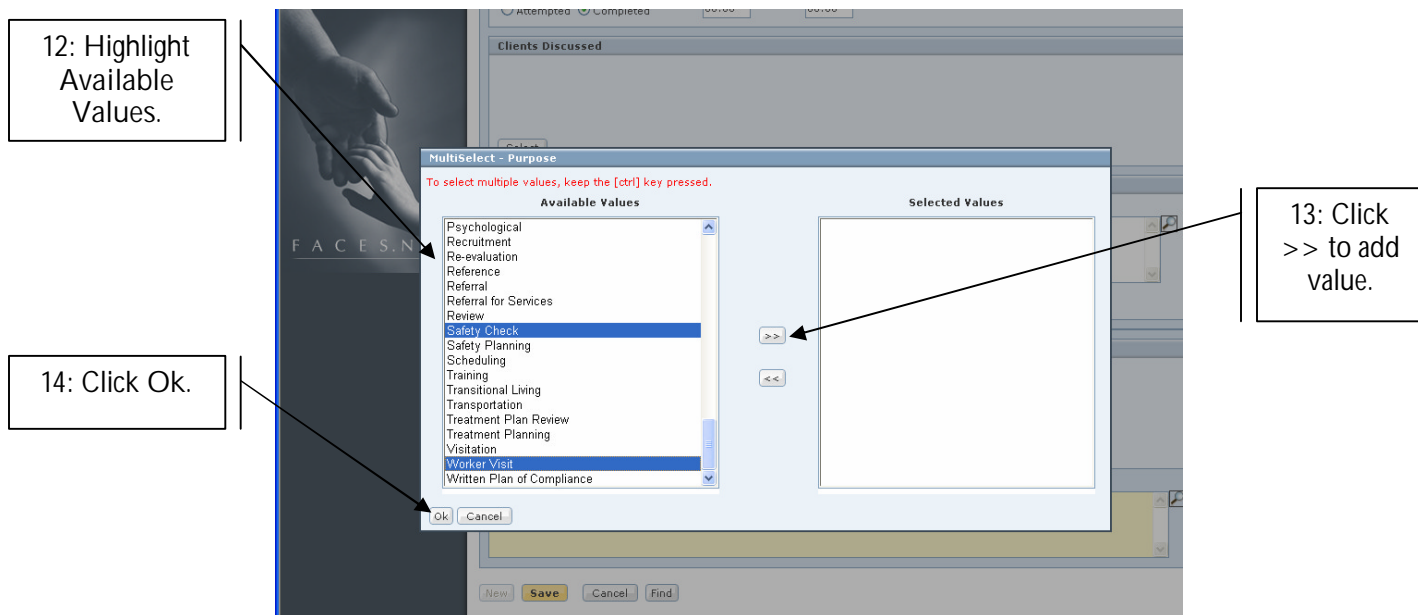


Figure 11

Step 15: Click on Select to enter Type of Contact from the Available Values pick list.

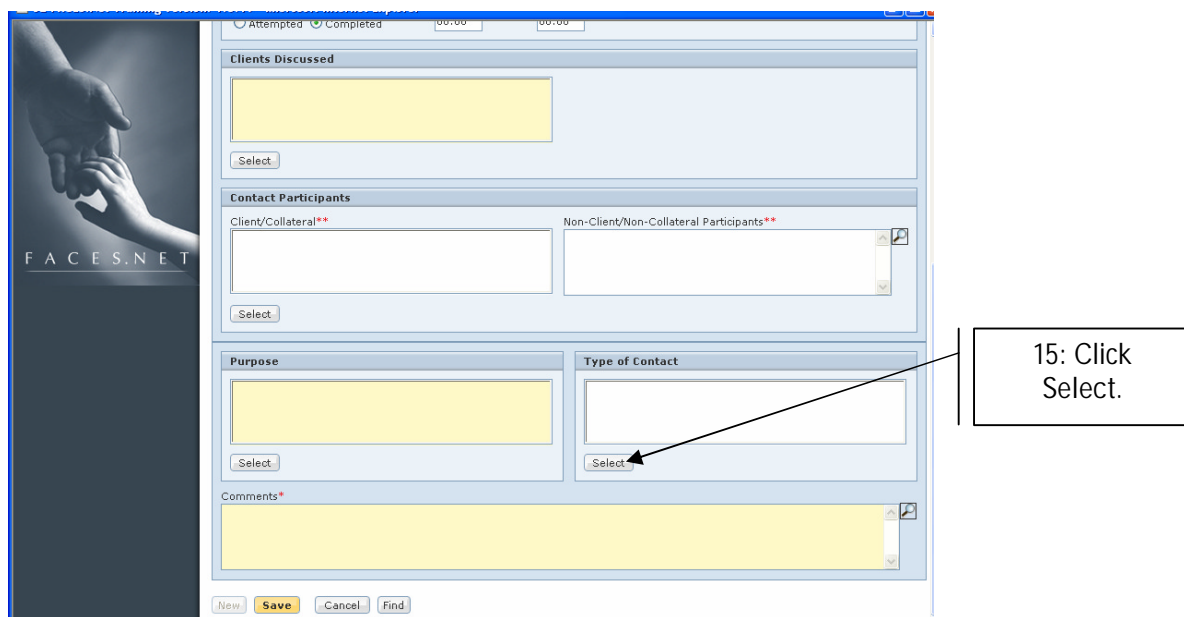


Figure 12

Step 16: Enter contact notes in the Comments* text box.

Step 17: Click Save.

16: Enter Comments*.

17: Click Save.

Buttons: New, Save, Cancel, Find

Figure 13



Note: Click on the magnifying glass to reveal the Zoom Box. The Character Limits, Number of Characters Used, and the Spell Check feature will be available.

Step 18: Click OK to create an original note from the information box.

17: Click Ok.

FACES.NET Error

7074 - The initial version of this contact will become read - only once it is saved. Changes can be made, but will be recorded as amendments to the original contact record.

Buttons: OK, Cancel

Figure 14

View an Existing Contact

Steps include:

Hold cursor over Case, and click Contacts.

Step 1: Highlight the contact to be viewed on the Contact window.

Step 2: Click Show.

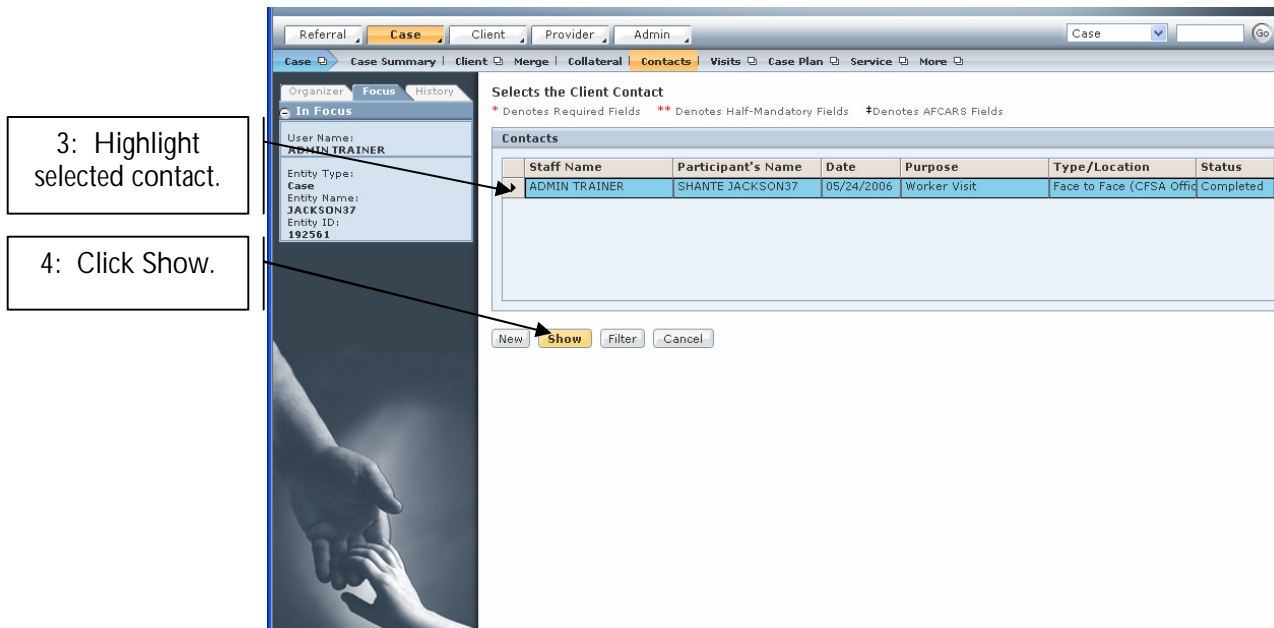


Figure 15

Amend an Existing Contact



Pointer to Remember:

Any changes made to a contact upon re-entering the screen will result in an amendment. FACES.NET will keep a record of each amendment to the Contact screen.

Steps include:

Step 1: Click Contacts.

Step 2: Highlight the contact to be amended and click Show.

Step 3: Make any necessary changes.

Step 4: Click Change.



Note: The change button will be enabled on the screen once an edit has been made.

Best Practice Reports Reference Guide

Data input for the above tip sheet may affect statistics recorded for Best Practice # VII.3 – CMT012MS—Parent-Child Visits to Foster Children with Goal of Reunification.

CMT012MS captures the following information:

- The above numbers represent information entered into FACES as of the report run date. The numbers may change as further updates are made in FACES
- Visits can be any completed face-to-face contacts (contact screen) or visits (visit log) with the parent or caretaker. Many community visits may have taken place which were not recorded in FACES.
- Universe of this report is comprised of all the foster care children with the permanency goal of reunification.

Data input for the above tip sheet may affect statistics recorded for Best Practice # IX.1.b and # IX.1.c – CMT165MS—Social Worker Visits to Children in Foster Care.

CMT165MS captures the following information:

- This report does not include children in 3rd Party Kinship Non-Foster Care.
- This report counts all completed contacts that are entered in the Contact Screen or the Visit Log where the child's name is listed as a participant.
- For the purposes of this summary, contacts with a status of "Cancelled" "No Show" or "Attempted" are not counted as contacts.
- If no information is entered in FACES.NET for a given record, the detail report will show a blank for that record.
- This report counts children in placement on the last day of the month and shows the visits that took place throughout the month.
- The numbers above represent information entered into FACES.NET as of the report run date. The numbers may change as further updates are made in FACES.NET.
- Children placed outside DC, Maryland and Virginia and Residential Treatment Facilities 100 Miles outside the District are excluded from the visitation counts.

Data input for the above tip sheet may affect statistics recorded for Best Practice # III.3 – CMT166MS-- Visits to Children /Families In-Home.

CMT166MS captures the following information:

- Percent totals may not add up to 100% due to rounding. Numbers in visit columns may not add up to the total as a child could be in multiple cases across different administrations.
- This population includes all children who are a) actively participating in the case as a child b) under the age of 21 and c) not in placement.
- A child is considered to be "at home" if the placement is end-dated or no placement is entered in FACES.
- This report includes children with in-process placements.

- This report counts all completed contacts that are entered in the Contact screen or the Visit Log where the child's name is selected as a participant.
- If no information is entered in FACES for a given record, the detail report will show a blank for that record.
- For the purposes of this summary, contacts with a status of "Canceled" "No Show" or "Attempted" are not counted as contacts.
- The numbers above represent information entered into FACES as of the report run date. The numbers may change as further updates are made.